

DIR Communication Technology Services (CTS)

Contact: Telecom.solutions@dir.texas.gov

(877) 472-4848 option 4

SERVICE DETAILS

Vendor: DIR

Vendor website: www.dir.texas.gov

Service Area: Voice

Category: CCTS

Circuit Connectivity

Circuit Connectivity provides a dedicated circuit between the Capitol Complex Telephone System and a customer location to provide connectivity to a customer-owned fax server.

* This is a DIR billed service.

SERVICE DELIVERY SLA

Quote Request:

5 Business Days

Installation Interval:

5 Business Days

Disconnect Interval:

5 Business Days

Service Term:

None

PERFORMANCE SLA

Mean Time to Repair (MTTR)

4 Hours

CUSTOMER RESPONSIBILITY

1) Customer must provide a technical contact to assist with configuration.

2) Customer may be responsible for extension of the DMARC.

DIR CCTS Pricing - Circuit Connectivity Pricing

The Communication Technology Division of the Department of Information Resources (DIR) provides a wide range of telephone services to State Agencies and others on the Capitol Complex through the Capitol Complex Telephone System (CCTS).

Monthly Service (Recurring)	Monthly Service Charge
PRI/T1 Service	\$354.00
One-Time Service	One-Time Service Charge
Moves, adds, changes (business hours)	\$40.00 hr./1 hr. minimum
Moves, adds, changes (after hours)	\$60.00 hr./1 hr. minimum
PRI/T1 Installation	4 hrs. minimum labor \$320.00
Materials will be quoted by DIR	ICB

DIR Internet Service Geographic Availability

DIR Internet service is available to all State Agencies and eligible customers in the Austin area.